

## Notice Inviting Tender



### Management Development Institute -Gurgaon

Tender Ref. No.: MDI/CC/2025-26/AMC-HW-NW/02

Date: 30.08.2025

Sub: Invitation of sealed quotations for

**Part A:** Comprehensive AMC of Computer Hardware & Peripherals and UPS for a period of three years.

**Part B:** Comprehensive AMC of WiFi, Switching and Networking for a period of three years.

#### **Tender Schedule: -**

Bid System	Two Bid System Financial Bid to be submitted in separate sealed envelope. Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid The bid has two parts <b>Part A:</b> Comprehensive AMC of Computer Hardware and UPS <b>Part B:</b> Comprehensive AMC of WiFi, Switching and Networking <b>Bidder may bid for (Part A) or (Part B) or (Part A and Part B both)</b>
Last Date of Bid Submission	19.09.2025 2:30 PM
Online Pre-bid meeting	03.09.2025 3:00 PM (Tentative) Register for the Online Pre-Bid meeting by expressing intent to join online meeting by sending email to <a href="mailto:ittender@mdi.ac.in">ittender@mdi.ac.in</a> latest by 02.09.2025 3:00 PM. Online Meet link will be shared with all those who register.
For any correction after Pre-bid meeting, the Addendum will be communicated on or after	On or after 03.09.2025
Bid should be addressed to	Senior Systems Analyst Computer Centre Management Development Institute Mehrauli Road, Sukhrali Gurgaon - 122 007, Haryana (INDIA)
EMD	<b>Part A:</b> EMD of Rs. 2,00,000/- (Two Lakh) through Demand Draft from any scheduled bank in favor of Management Development Institute payable at Gurugram, Haryana. <b>Part B:</b> EMD of Rs. 2,00,000/- (Two Lakh) through Demand Draft from any scheduled bank in favor of Management Development Institute payable at Gurugram, Haryana. <b>Part A and Part B:</b> EMD of Rs. 4,00,000/- (Four Lakh) through Demand Draft from any scheduled bank in favor of Management Development Institute payable at Gurugram, Haryana.

The Complete Tender details and any updates on the Tender will be available on the MDI

Website at the link: <https://mdi.ac.in/infrastructure/tenders.html>

**For any clarifications, write to Email- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in)**

The notice inviting bid along with instructions to vendor, Scope of Work, eligibility criteria, system of award of contract, etc. form part of the bid document containing 36 pages in all.

Sd/- For MDI-Gurgaon  
(Senior Systems Analyst)

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## Section-A

### General Information and Terms and Conditions

1. The bid shall be submitted under Two-Bid system; Financial Bid to be submitted in separate sealed envelope; Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid duly marked as

**Part A:** Comprehensive AMC of Computer Hardware & Peripherals and UPS for a period of three years.

**Part B:** Comprehensive AMC of WiFi, Switching and Networking for a period of three years.

#### **OR**

**Part A and Part B:** Comprehensive AMC of of Computer Hardware & Peripherals and UPS and WiFi, Switching and Networking for a period of three years

2. The vendors are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the vendor from the bidprocess.
3. All documentation is required to be in English.
4. Corrections/overwriting is not allowed.
5. Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.
6. This tender document is not an offer and is issued with no commitment. Institute reserves the right to withdraw this notice inviting tender and or vary any part thereof at any stage.
7. Institute further reserves the right to disqualify any vendor, should it be so necessary at any stage. Institute shall not be bound to accept the lowest tender.
8. Institute reserves the right for distributing the work among several vendors. The Institute reserves the right to accept or reject any bid or to select the item or to reject the bidding process or any bid wholly or partly without assigning any reason.
9. Incomplete bids or receiving the bid after closing date and time are liable to be ignored and rejected.
10. The Institute will not be responsible for non-receipt of bids within the specified date and time due to any reason including postal delay or holidays. Bid received after the closing date/time will not be considered.
11. No quotations would be accepted by E-mail and only sealed hard copies will be accepted.
12. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom we will actually provide the Purchase order.
13. Sub-contract is not allowed.
14. The bid should be submitted on company letter head and should be submitted duly signed by the authorized person.
15. Tender once submitted shall not be returned to the tenderer in future.
16. The Institute reserves the right not to disclose names and rates of successful vendor (s).
17. The financial bid shall be valid for at least 180 Days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
18. For any other query relating to the tender, the vendors may write to- ittender@mdi.ac.in .
19. Institute may, at its discretion, extend the date for submission and/or opening of the bid.

20. Only those vendors should quote who can satisfy the scope of work and other requirements of Institute as stated in Section D.

**21. Place of Service:** Place of maintenance shall be Management Development Institute Mehrauli Road, Sukhrali, Gurugram - 122007, INDIA. No additional freight or any other charges would be payable towards transportation etc.

22. Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc shall be entertained.

23. The vendor must examine the specifications; conditions etc., inspect the site of work and acquaint himself with all conditions and matters pertaining there to. The site can be inspected on all working days from Monday to Friday between 10:30 A.M. to 4:30 P.M. Please call 0124-4560281 / 0124-4560510 to fix an appointment prior to visiting the campus for inspection.

24. The bidder will be responsible for the payment of statutory liabilities such as EPF/ESI in respect of the manpower deputed by him and applicable tax as per the prescribed schedule, every month, irrespective of the date of payment by the MDI Gurgaon. The bidder should furnish attested copies of ESIC Registration certificate and EPF Registration certificate.

**25. Termination of contract-**

- If the supplier fails to deliver services as per SLA (Service Level Agreement) defined in Scope of work in Section D, Institute shall without prejudice to its other remedies, deduct penalty as defined in the SLA. The amount towards penalty would be recovered while making the quarterly payments.
- In case of continued non-performance and inability to meet requirements, Institute shall reserve the right to terminate the contract after giving 15 days' notice in writing.
- After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained.
- After the contract comes to an end the vendor will withdraw their service/equipment from Institute premise within a month.
- The contractor will return the documents, assets etc in working condition.
- Decision of competent authority of Institute regarding determining the performance will be final.

**26. Format of Price Schedule and related terms:**

- Price must be quoted in Indian Rupees. Prices should be quoted as per the enclosed format both in figures and words. The rates offered should be inclusive of all proposed work and comprehensive in nature.
- The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.

**27. Payment Terms:**

- 100% quarterly payment shall be released within 30 days on satisfactory receipt of the service(s) and submission of quarterly reports.
- Advance payment will not be made under any circumstances.
- EMD would be released without interest at the end of three-year period of AMC.

**28. Any dispute/ difference arising out or relating to this Tender:**

Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Director of Management Development Institute Gurgaon, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the contract, if concluded, shall be referred to the High Court of Haryana or any other court in the district of Gurugram (Haryana).

**29. Responses to Pre-Submission queries & issue of Addendum-**

- After publication of NIT in tender page of Institute website, Institute will begin accepting written questions from the applicants for pre-bid meeting. Institute will endeavor to provide timely response to all queries. However, Institute makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Institute undertake to answer all the queries that have been posed by the applicants. For any clarifications, write to Email- ittender@mdi.ac.in . No queries will be entertained after the pre-bid meeting.
- At any time prior to the last date for receipt of tender, Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the NIT document by an addendum. The addendum (if any) shall be posted online at <https://mdi.ac.in/infrastructure/tenders.html>.
- Any such addendum shall be deemed to be incorporated into this NIT.
- In order to provide prospective applicants reasonable time for taking the addendum into account, Institute may, at its discretion, extend the last date for the receipt of bids which shall again be notified online through Institute portal [www.mdi.ac.in](http://www.mdi.ac.in)

30. Laws of the Republic of India are applicable to this tender.

31. The vendors are expected to examine all instructions, forms, terms& conditions, other details in the tender document carefully. Failure to furnish complete information as asked in the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the vendor's risk and may result in rejection of the proposal.

**32. Force Majeure:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected vendor or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The vendor or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

**Declaration:**

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for Comprehensive AMC as detailed in the tender as per the terms & conditions mentioned above and also, hereby, agree and accepts the terms & conditions mentioned in clause 1 to 31 under General Information and Terms and conditions.

(Signature)

(Name of Authorised Signatory)

(Designation of Authorised Signatory)

Company Stamp

Date:

Place:

## Section B

### 33. Bid Rejection Criteria:

- a. Bids without EMD would be rejected.
- b. Non-Submission of MAF from OEMs for the items (hardware/software) as specified in Section D to be covered under the product/service tendered
- c. Bids without Profile and declaration on company's letterhead would be rejected.
- d. Bidder not having average turnover of Rs. 10 Crore during last three financial years.
- e. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders required to submit CA Certificate or any other relevant certificate indicating the turnover for the last 3 consecutive Financial Years (FY 2021-22, 2022-23, 2023-24)
- f. Declaration On Non-Judicial Stamp Paper of Rs. 10/- as per format given in Section C.
- g. Not submitting copy of GST & PAN registration certificate.
- h. If financial bid is submitted along with technical bid and not submitted separately in sealed envelope.
- i. The bidder should have adequate facilities, manpower and staff for installation, testing, commissioning and for providing services.
- j. An undertaking from the OEMs is required in this regard stating that they would facilitate the bidder on a regular basis with technology/product updates and extend support for the AMC. The bidder will provide backend support commitment letter from the respective OEMs specific to this tender for the AMC period
- k. Not having minimum qualification criteria mentioned in clause below.

### 34. Minimum Required Qualification Criteria:

Following will be the minimum pre-qualification criteria. Each eligible vendor should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

<b>S. No.</b>	<b>Pre-qualification Criteria</b>	<b>Supporting Compliance document</b>
1.	The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India and (office in National Capital Region of Delhi will be preferred)	Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST & PAN.
2.	The firm should be in the business of providing similar services since 05 (Five) years as on 31.03.2025 for OEMs mentioned in the scope of work and item details	Certificate by Company Secretary of the Bidder's Organization or any other relevant documents.
3.	The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2021-22, 2022-23, 2023-24)	Attach certificate from CA or any other relevant certificate.
4.	The Bidder should have an average turnover of Rupees 10 Crore during last 3 consecutive Financial Years (FY 2021-22, 2022-23, 2023-24).	CA certified document with name of CA registration number, signature and stamp or any other relevant certificate.

5.	The bidder should have at least One running contracts preferably with Residential University/ Institute with at least 1000 residential students. AMC Contracts should preferably be in Central Govt. University/ State Govt. University/ IITs / IIMs/Reputed Educational Institute in India within last 3 years.	Copy of Work Order / Contract along with Completion Certificate.
6.	Names & addresses of prestigious clients (at least three) along with their contact details (telephone number/E-mail) of the contact persons of the clients of recent past if available.	1. 2. 3.
7.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies/ IITs & IIMs/Reputed Educational Institutes in India.	Affidavit on Non Judicial Stamp Paper as per format in Affidavit-1 to be submitted
8.	<b>Support</b> The Vendor shall provide comprehensive Support for all the equipment's/ services listed in the Scope with back-to-back-agreement from the OEM. Letter of Authorization from all mentioned OEMs as indicated in scope and item list , specific to the tender should be enclosed. The Bidder should be Authorized Service Provider for the OEM.	Declaration in this regard to be submitted in company letterhead.
9.	The firm/company should preferably be ISO 9001 certified (Maintenance & System Integration). A copy of the certificate must be attached with the bid.	Please attach certificate
10.	Agree to the Scope of work given in Section D. Deviations would be rejected.	Submit declaration on letterhead. Also submit signed and stamped copy of scope mentioning "I Agree" on each page

### 35. Evaluation Procedure and Selection

- Bidders will be technically qualified based on Information/documents provided by the Bidder and meeting the scope given in the Tender
- MDI decision will be final for the evaluation of Technical Bids and is binding on all bidders.

#### Procedure for Evaluation of Responsive Technical Bids and awarding Technical Score:

- Bidders will be technically qualified based on Information/documents provided and Technical presentation done by the Bidder.
- Only those Technical Bids that are found compliant/suitable after technical evaluation done by MDI will move to next stage of Financial Bid Opening.

**Parameters for Technical Evaluation (Documentary proof to be submitted for claiming marks) :**

S.No.	Description	
1.	Profile of Company &	2 marks for each year in operation for every

	number of years in Business Max Score: 10	year beyond minimum requirement of 5 years of operation in similar lines		
2.	The bidder should preferably have an office/response centre in Delhi NCR manned with their own qualified support staff/Engineer with their Customer Care Number.	5 marks for office in Delhi NCR		
3.	ISO 9001 Certification	5 Marks for ISO Certification		
4.	No. of running AMC contracts Institute with at least 1000 students. Max Score: 40	10 marks for each AMC with any Residential University/ Institute with at least 1000 students. (subject to maximum of 40 marks)  05 marks for each AMC with Govt Organization/ Company		
5.	Value in INR of AMC Contract supplied & Installed in any Institute/ University Max Score: 40	Value of at least one AMC between 25 Lakhs & 50 Lakh  05 marks per work order	Value of at least one AMC between 50 Lakh & 1 Crore  07 marks per work order	Value of at least one AMC greater than 1 Crore  10 marks per work order
Points would be given only on the basis of documents submitted as part of technical bids. The Purchase Order and Completion certificate must be attached to score Points in these categories.				

- Minimum Technical Score required for opening of Financial Bid: **60 Points.**
- Presentation is compulsory. Not making a presentation
- MDI decision will be final for the evaluation of Technical Bids and binding on all bidders.

**The Financial Bids of only the technically qualified Bidders scoring 60 points and above would be opened.**

**Procedure for Selecting the bidder**

The work shall be awarded to the L1 bidder from among the technically qualified bids.

**System of award of contract (L1 basis):**

The vendor who satisfies the qualification criteria as indicated and offering lowest rate (L1) (As per Financial bid format provided in Section E) would be selected.

In exceptional situation, the committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

## Section C

### Checklist

Please prepare and submit your bid as per the details given below. The documents to S.No. 1 to 13 would be part of Technical bid (sealed in separate envelope earmarked 'Technical Bid') S.No.14 would be part of Financial bid (sealed in separate envelope earmarked 'Financial Bid')

S. No.	Document to be Attached	Whether submitted	Mention Page Number
1.	Applicant's expression of interest (Format-1)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
2.	Organizational Details (Format-2)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
3.	Experience in related fields (Format-3) annexed with Work Order/ Completion	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
4.	Financial strength of the organization (Format-4). CA certificate attached.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
5.	The tender document signed & stamped in each page.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
6.	Copy of GST / PAN No./ TAN No./ EPF registration/ ESIC Registration Certificate	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
7.	Affidavit as per format in Affidavit-1	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
8.	Whether agree to the scope of project including the specifications of items given in Section-D	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
9.	Warranty Declaration on company letter head	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
10.	Valid Authorization from OEM as specified in Section D under AMC / Warranty (Mention OEMs)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
11.	ISO 9001 certificate (Maintenance & System Integration) attached.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
12.	Copies of Work Order Attached	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
13.	Details of manpower to be deployed for AMC	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
14.	Financial Bid (Section E) (To be submitted in separate sealed envelope)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

**FORMAT-1**

**(Applicant's Expression of Interest)**

To,  
Senior Systems Analyst  
Computer Centre  
Management Development Institute  
Mehrauli Road, Sukhrali  
Gurgaon - 122 007, Haryana (INDIA)

**Sub:** Submission of bid for Comprehensive AMC Part A/ Part B/ Part A & Part B

Dear Madam,

In response to the NIT for Comprehensive AMC Part A/ Part B/ Part A & Part B at MDI Gurgaon (published in <https://mdi.ac.in/infrastructure/tenders.html>) we would like to express our interest to supply the above proposed printer.

As instructed, we are attaching all the documents as per the checklist given in Section C.

Sincerely Yours,

Signature of the applicant  
[Full name of applicant]

Stamp.....

Date:

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

**FORMAT – 2**

S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Year of establishment (Attach Registration certificate)	
3.	Whether MSME? If MSME provide Udyam number and also attach the MSME registration certificate	
4.	Number of employees	
5.	Main areas of business	
6.	Type of Organization Firm/ Company/ registered under the Indian Companies Act, 2013 (Attach	
7.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous bodies/ IITs & IIMs/Reputed Educational Institutes in India. <b>If yes, details thereof also please, If No, attach Undertaking in regards to not being blacklisted.</b>	
8.	Address of registered office with telephone no. & E-mail	
9.	Address of office - in Delhi NCR	
10.	ISO 9001 Certification (Attach copy of valid Certificate)	Yes/ No
11.	The bidder should furnish attested copies of ESIC Registration certificate , EPF Registration certificate, PAN, TAN and GST Registration Certificate	
12.	Authorized Contact Person Name: Telephone no. E-mail ID	

Enclose all supporting documents

Signature of the Applicant  
Full name of the applicant

Stamp & Date

Note: This is to be furnished on the letter head of the bidder.

**FORMAT – 3**

Experience of Comprehensive AMC as per scope in Section D at MDI Gurgaon  
Add a row for Each Client  
Minimum three required

<b>S .No.</b>	<b>Client Name (Higher Education Institute / University/ Govt. / PSU)</b>	<b>Size of the AMC (No. of Residential Students)</b>	<b>Value of the Project</b>	<b>Client Contact No.</b>	<b>Client Email ID</b>	<b>Completion Certificate Attached</b>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

Signature of the applicant's Full name of applicant  
Stamp & Date

**FORMAT – 4**

<b>Financial Strength of the Organization</b>					
S. No	Financial Year	Whether profitable (Yes/NO)	Annual profit (in Lakhs of Rs.)	net (in of Rs.)	Overall annual turnover (in Lakhs of Rs.)
1	<b>2021-22</b>				
2	<b>2022-23</b>				
3	<b>2023-24</b>				
Note: Please enclose auditor's certificate or any other relevant document in support of your claim.					

Signature of the applicant  
Full name of applicant

Stamp & Date

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

### Format-5

Details of technical and administrative personnel available with the vendor for AMC Services

S. No.	Designation	No. of employees in this category	Qualification	Professional Exp.	List the Names

Details of technical personnel available proposed to be deployed at MDI Gurgaon Site for AMC Services (Please attach CV of Personnel)

S. No.	Name	Designation	Qualification	Years of Experience	Experience Details

(DECLARATION ON NON-JUDICIAL STAMP PAPER OF RS. 10/-)

I/we \_\_\_\_\_ Partner(s)/legal Attorney/ Proprietor(s)/  
Accredited \_\_\_\_\_ Representative(s) \_\_\_\_\_ of  
M/s \_\_\_\_\_ solemnly declare that:

2. I/we are submitting tender for ----- against Tender Notice  
No. \_\_\_\_\_ dated \_\_\_\_\_.

3. All information furnished by me/us in respect of fulfillment of eligibility criteria and  
information given in this tender is complete, correct and true. All  
documents/credentials submitted along with this tender are genuine, true and valid.

4. My/our bid shall remain valid for a period of 180 days from the last date fixed for  
the bid submission in accordance with the Bidding Documents and shall be binding  
upon us and maybe accepted at any time before the expiry of the period.

5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

6. If any information or document submitted is found to be false/incorrect, MDI may  
cancel my/our Tender and can take any action as deemed fit including termination of  
the contract, for forfeiture of all dues including blacklisting of my/our firm and all  
partners of the firm etc.

7. I/we also declare that the Government of India or any other Government body has  
not issued any show-cause notice or declared us ineligible or blacklisted us on charges  
of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses  
of serious nature.

8. I/We understand that MDI decision will be final for the evaluation and rejection of  
Bids.

9. I/We have gone through all terms & conditions of the tender documents before  
submitting the same and accept the same along with the technical specification and  
all other conditions mentioned in the documents; including the condition that MDI is  
not bound to accept the lowest bid.

(Signature of the Tenderer with Seal)

Date:

## Section D Scope of Work

### Background

Comprehensive Onsite Annual Maintenance Contract (AMC) for Comprehensive AMC Part A/  
Part B/ Part A & Part B

**Type of AMC** – Comprehensive Onsite including spares parts and stand by.

1. **Period of AMC** – Three years to be reviewed at the end of each year for satisfactory performance.
2. The prospective bidders are advised to visit the MDI Campus to assess the items to be brought under AMC. They may visit campus on any working day between 11:00 AM to 4:00 PM by contacting Shri Pranav Kumar (Phone 0124-4560281)

The AMC consists of two parts. **The vendor may bid for 'Part A' or 'Part B' or both 'Part A and Part B'**

### **Part A: Comprehensive AMC of Computer hardware, Peripherals and UPS**

The work involves Comprehensive maintenance of Computer (including all categories of desktop/ laptops and servers), Peripherals (printers, scanners, webcam, speaker, headphone etc), UPS, covering hardware, software installation, configuration, basic network punching/ cable laying and replacement of defective parts / components. The parts/ components include everything except the following:

1. UPS battery
2. Laptop battery
3. Printer cartridge

The contract shall cover all hardware and software under AMC. The charges of Comprehensive AMC shall be inclusive of the cost of spares parts and replacement along with services. The service provider are required to supply and maintains all parts as and when required for maintenance purposes and regular up-keeping of the computers, peripherals, UPS and other equipment under AMC. *"Under Warranty items"* means, the operations, configuration, software installation & upgrades/updates and coordinating with OEM for warranty services etc needs to be managed by Service Provider. Post warranty period the item would be covered under comprehensive AMC as stated above.

1. The work is required to be done to the satisfaction of the controlling officer from MDI Gurgaon. The items required during AMC to be replaced should be of same OEM make.
2. Systems have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive maintenance, servicing of the computer, peripherals & UPS etc hardware and software.
3. Service provider will restore any system & bring back to its original state, if any system

fails. In case of computer crash, the recovery of data and restoration (if possible) to be a part of the AMC.

4. The maintenance firm/contractors shall maintain a logbook for each device & equipment.
5. Install/re-install hardware, all kinds of OS pertaining to Windows and Linux, all application software, all device drivers pertaining to all peripherals, antivirus and rectification of configuration faults. including formatting devices, installing software, device drivers, patches, updates, upgrades etc.
6. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with the User's name, designation, department and telephone number. Original call reports MIS shall be attached with the bills for payment.
7. If any part goes faulty it shall be replaced either by a similar part or higher version.
8. Do periodic preventive maintenance of all the systems once in a quarter (3months).
9. Spare parts should have to be kept by the contractor in sufficient numbers as standby for supply to the Institute free of cost as a replacement against faulty ones.
10. AMC Contractor will arrange complaint booking between 09:30 AM to 05:30 PM and shall maintain a register for complaints. Complaint logging through software is preferred (at no cost to the Institute)
11. Generate & provide daily & monthly reports of the service and all calls received, resolved, pending (due to what reason) in an Excel sheet to MDI Gurgaon.
12. Provide the full details of the escalation matrix in terms of official address, phone numbers (both fixed & mobile numbers) and working Email Ids.
13. Be ready to provide 24x7 support after the working hours or on holidays (both Institute and National declared), if required.
14. The manpower required, Service Level Agreement, Performance Review and List of Hardware Items to be brought under Comprehensive AMC (Section E) are all part of the scope.
15. The deployed manpower shall be finalized in consultation with MDI-G. MDI-G may request AMC provider to replace the manpower in case of any performance or any other issue.
16. During the period covered under AMC if any new equipment /accessory, is added or removed from AMC, then the AMC cost will be increased or decreased subsequently as per concerned equipment AMC cost under cover.

17. The Onsite Engineers should have capability of installing, configuring and troubleshooting desktop/ laptop/ printer and basic knowledge of network including switch and passive works.
18. Providing operation Support for all classes, conferences, meetings, events etc.
19. The AMC is Comprehensive shall include services and repairs of defective for all devices, cables, connectors etc.
20. The service provider will replace necessary parts, with equivalent or updated / branded parts, free of cost, if found defective, provided by the office. In case of replacement, the defective spares covered under this contract shall remain the property of this office.
21. The vendor shall provide all assistance in up-gradation of software/ replacement of hardware as and when required during the period of AMC.
22. Software support with reference to installation of all devices (all versions) or any latest version of the same, support be provided in case of any problem is reported by the user.
23. The Resident Engineers deployed by the vendor shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed in SLA will be levied and deducted from the bill submitted during the quarterly period.
24. If systems / sub-systems are required to be taken out of office for repairing, then a standby system/ subsystem of similar configuration and quality acceptable to this office to be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such items under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum one week.
25. The Resident Engineer of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.
26. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer on the same day of booking of the complaint.

### Manpower Requirements

The following resources are required to effectively support MDI-G in operation and maintenance of all items, equipment, network and UPS as indicated in this tender document:

S. No.	Profile	Location	No.	Qualifications	Experience
1.	Lead engineer – One Shift 9:30 AM to 5:30 PM	Onsite	1	Graduation/Diploma in Science/Technical Stream. CCNA / other certifications preferred	At least 07 years of relevant experience in setting up of IT Infrastructure domain

2.	Desktop/laptop Engineer – Three Shifts 7:30 AM to 4:00 PM 10:30 AM to 7:00 PM 1:30 PM to 10:00 PM	Onsite	3	Graduation/Diploma in relevant Technical Stream. CCNA / Microsoft certifications preferred	At least 3 years of relevant experience in setting up of IT Infrastructure
3.	Helpdesk – (Female) – Office Shift 9:30 AM to 5:30 PM	Onsite	1	Graduation	At least 2 years of relevant experience in Helpdesk Operations.
4.	UPS Engineer	Offsite / On Call	On Call	Diploma in science/technical stream	At least 5 years of relevant experience in UPS Maintenance.
5.	Printer/ Scanner Engineer	Offsite/ On call	On Call	Diploma in science/technical stream	At least 5 years of relevant experience in Printer Maintenance.

Roster may be made providing weekly off while ensuring Availability of AV/Studio Manpower required on all seven days from 7:30 AM to 10:00 PM. Roster to be approved by MDI-G.

Please attach details of the manpower to be deployed.

The deployed manpower shall be finalized in consultation with MDI-G. MDI-G may request Service provider to replace the manpower in case of any performance or any other issue.

#### Part A: List of Hardware Items to be brought under Comprehensive AMC (Tentative\*)

S. No.	Device	Model No.	Make	DOP	Under Warranty / AMC	Qty
1	Desktop	HP280G3	HP	28-02-2019	AMC	100
2	Desktop	Optiplex 3050 SFS	Dell	15-02-2018	AMC	35
3	Desktop	OptiPlex 3090	Dell	13-10-2022	Warranty till Oct 2027	13
4	Desktop	OptiPlex 3090	Dell	14-03-2022	Warranty till March 2027	13
5	Desktop	Optiplex 5250	Dell	31-10-2018	AMC	1
6	Desktop	Optiplex 7010 Tower	Dell	12-12-2023	Warranty till March 2028	121
7	Desktop	Optiplex 7020 Tower	Dell	25-03-2025	Warranty till March 2030	110
8	Desktop	Optiplex 3680 Tower	Dell	25-03-2025	Warranty till March 2030	32

9	Laptop	Lenovo Thinkbook 14 IML U	Lenovo	08-10-2020	AMC	5
10	Laptop	Lenovo Thinkbook 14 IML U	Lenovo	15-07-2020	AMC	15
11	Laptop	Dell 3480	Dell	23-01-2018	AMC	1
12	Laptop	DELL-3410 CT (Non Touch)	Dell	30-03-2021	till March 2024	10
13	Laptop	Latitude 3420 Touch	Dell	14-03-2022	till March 2027	59
14	Laptop	Latitude 3420 Non Touch	Dell	14-03-2022	till March 2027	16
15	Laptop	Dell Latitude 3440	Dell	12-03-2023	Warranty till March 2028	22
16	SERVER	X-3650 M3	IBM	2015	AMC	1
17	SERVER	Dell PowerEdge RS-540	Dell EMC	11-03-2020	AMC	1
18	SERVER	Dell EMC RS-540	Dell EMC	04-07-2019	AMC	2
19	SERVER	Dell EMC DS-6505R (Brocade)	DELL	09-07-2019	AMC	1
20	SERVER	ME-4012 (SAN Storage)	Dell	04-07-2019	AMC	1
21	SERVER	PowerEdge R730	Dell	31-08-2017	AMC	1
22	SERVER	ORACLE SERVER X6-2 (ODA)	Oracle	31-08-2017	AMC	1
23	SERVER	PowerEdge R750xs	Dell	10-01-2024	Warranty till Jan 2027	3
24	Printer	HP CP1025 Color	HP	24-10-2017	AMC	1
25	Printer	HP M329DW	HP	17-09-2024	AMC	15
26	Printer	HP M329DW	HP	30-03-2021	AMC	10
27	Printer	HP M329DW	HP	16-02-2023	AMC	10
28	Printer	HP M501	HP	24-10-2017	AMC	8
29	Printer	HP MFP 2606SDW	HP	18-10-2023	AMC	69
30	Printer	HPLJ MFP 72630DN	HP	18-10-2023	AMC	20
31	Printer	HPLJ-M230SDN	HP	24-10-2017	AMC	30
32	Printer	M154NW Color	HP	22-04-2019	AMC	1
33	Printer	M252DW Color	HP	29-04-2017	AMC	1
34	Printer	Scanner SP 1130	Fujitsu	20-12-2021	AMC	1
35	Printer	Scanner SP 1130	Fujitsu	06-11-2020	AMC	2
36	Printer	Sharp MX3560	Sharp	13-01-2021	AMC	1
37	UPS	10KVA	Liebert	06-07-2022	AMC	2
38	UPS	20KVA	Liebert	06-07-2022	AMC	2
39	UPS	10KVA	Emerson	2017	AMC	2
40	UPS	10KVA	Alcone	2015	AMC	1
41	UPS	02KVA	Emerson	2016	AMC	6
42	UPS	06KVA	Liebert	11-11-2019	AMC	1
43	UPS	03KVA	Liebert	26-08-2019	AMC	2
44	UPS	01KVA	Liebert	08-07-2019	AMC	27
45	UPS	03KVA	Liebert	08-07-2019	AMC	3
46	UPS	06KVA	Libert	08-07-2019	AMC	1
47	UPS	01KVA	APC	28-03-2022	AMC	2
48	UPS	03KVA	APC	28-03-2022	AMC	10
49	UPS	06KVA	APC	28-03-2022	AMC	10

50	UPS	08KVA	APC	10-12-2020	AMC	2
51	UPS	01KVA	APC	10-12-2020	AMC	6
52	UPS	600VA	Emerson/ Iton/ Sandon	2016	AMC	105
53	UPS	01KVA	Emerson	15-03-2017	AMC	30
54	UPS	03 KVA	APC	10-12-2020	AMC	1

**OEM Authorization MAF specific to tender Required from the following OEMs:**

1. Dell
2. HP

**Service Level Agreement**

S. No.	Activity	Target Service Level*	Quarterly Penalty on breach % of quarterly installment
<b>Desktop/Laptops/Printer</b>			
1.	Desktop/laptop	Keep uptime 99.9%	<99.9% 0.01%
2.	Printers	Keep uptime 99.9%	<99.9% 0.01%
3.	Stock of Spares	Keep adequate stock of motherboard, RAM, HDD, SMPS, Monitor, Keyboard, Mouse, Power & VGA Cables	0.01% per day of deficiency if system does not get repaired due to non-availability of stock
<b>UPS and related accessories</b>			
1.	UPS up-time and availability at site	99.75%	99-99.75 – 0.1% 98-98.999 – 0.2% <98% - 0.4%
2.	Repair Works	All repairs with in one calendar day of reporting	0.1% per day if time taken for repair is More than one day.
<b>Manpower</b>			
1.	Availability of manpower at site	Project Lead during the work hours defined (Except as per leave policy with the approval of MDI-G)	Per day salary per person per day of absence

		Helpdesk /Desktop/ laptop/ network engineer (Except as per leave policy with the approval of MDI-G)	Per day salary per person per day of absence
<b>Ticket Resolution and Report submission</b>			
1.	Response time	Average time taken to acknowledge, respond once ticket is raised 95% incidents should be responded within 15 minutes	95-90 : 5% 90-85: 7% Less than 85: 9%
2.	Time Taken to resolve	95% of Severity-1: within 30 minutes 95% of Severity-2: within 3 hours 95% of Severity-3: within 12 hours	95-90 : 5% 90-85: 6% Less than 85: 7%
3.	Submission of root cause analysis report for severity-1	Within 5 working days	5%
4.	Availability of monthly report	Within one week of the next month	5% for non-compliance

\*excluding defined downtime.

### Definitions

**Severity-1:** Complete loss of service/ network connectivity impacting significant no. of users

**Severity-2:** Partial loss of service / network impacting few users (whole department/  
section/ floor)

**Severity-3:** Minor loss of service/ network connectivity affecting less than four users

### Performance Review

The representatives of MDI-G Computer Centre and AMC Service provider will meet fortnightly to discuss the service performance, review of specific problems, review operations and determine corrective action to overcome deficiencies. The AMC service provider will submit monthly performance report.

## **Part B: Comprehensive AMC of WiFi and Network.**

The contract shall cover all hardware and software under AMC. The charges of Comprehensive AMC shall be inclusive of the cost of spares parts/ replacement along with services. The tenderers are required to supply and maintains all hardware and software including parts as and when required for maintenance purposes and regular up-keeping of the WiFi, Switching, Networking, rack and other equipment under AMC. "Under Warranty items" means, the operations, configuration, software installation & upgrades/ updates and coordinating with OEM for warranty services etc needs to be managed by Service Provider. Post warranty period the item would be covered under comprehensive AMC as stated above.

1. Switch means all network switches (L2, L3, SAN, NAS), NMS Server & Software Application, AAA Device (24 Online) and related hardware and software.
2. WiFi means Wireless Access Points, WiFi Controllers, Mobility Masters etc
3. Networking means Fiber Optical backbone (288 Core, 144 Core and 12 Core), Fiber connectivity to building, ethernet cable (Cat 6A) within the building and between the buildings, network racks, patch panels, LIU, SFP, Fiber patch cable (Single Mode and Multi-mode), pigtails, splicing kit, fiber enclosures, jointer, splicing tray, fiber related all accessories etc.
4. The work is required to be done to the satisfaction of the controlling officer from MDI Gurgaon. The items required during AMC to be replaced should be of same OEM make.
5. Systems have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive maintenance, servicing, network hardware and software; rack maintenance, AAA, SAN, NAS, NMS and Syslog etc.
6. Service provider will restore any system & bring back to its original state, if any system fails. In case of crash, the recovery of data and restoration (if possible) to be a part of the AMC.
7. The maintenance firm/contractors shall maintain a logbook for each device & equipment.
8. Install/re-install hardware, all kinds of OS, all application software, all device drivers pertaining to network, and rectification of network faults. including installing software, device drivers, patches, updates, upgrades, configuration etc.
9. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with the User's name, designation, department and telephone number. Original call reports MIS shall be attached with the bills for payment.

10. If any part/ device goes faulty it shall be replaced either by a similar part or higher version.
11. Do periodic preventive maintenance of all the systems once in a quarter (3months).
12. All spare parts should have to be kept by the contractor in sufficient numbers as standby for supply to the Institute free of cost as a replacement against faulty ones.
13. AMC Contractor will arrange complaint booking between 09:30 AM to 05:30 PM and shall maintain a register for complaints. Complaint logging through software is preferred. (at no cost to MDI).
14. Generate & provide daily & monthly reports of the service and all calls received, resolved, pending (due to what reason) in an Excel sheet to MDI Gurgaon.
15. Provide the full details of the escalation matrix in terms of official address, phone numbers (both fixed & mobile numbers) and working Email Ids.
16. Be ready to provide 24x7 support after the working hours or on holidays (both Institute and National declared), if required.
17. Repair and Maintenance of underground, overground and in building OFC and ethernet cable (Cat 6A) including cable cut.
18. Repair & maintenance of network point including punching/re-punching the I/O and relaying channel/cable.
19. Repair, Maintenance and replacement/punching of LAN I/Os, WiFi Access Points, laying of ethernet cable.
20. The manpower required, Service Level Agreement, Performance Review and List of Hardware Items to be brought under Comprehensive AMC are all part of the scope.
21. The deployed manpower shall be finalized in consultation with MDI-G. MDI-G may request AMC provider to replace the manpower in case of any performance or any other issue.
22. During the period covered under AMC if any new equipment /accessory, is added or removed from AMC, then the AMC cost will be increased or decreased subsequently as per concerned equipment AMC cost under cover.
23. The Onsite Engineers should have capability of installing, configuring and troubleshooting desktop/ laptop/ printer and basic knowledge of network including switch and passive works.

24. Providing operation Support for all classes, conferences, meetings, events etc.
25. The AMC is Comprehensive shall include services and repairs of defective parts of all equipment, cable, connectors etc.
26. The service provider will replace necessary parts, with equivalent or updated / branded parts, free of cost, if found defective, provided by the office. In case of replacement, the defective spares covered under this contract shall remain the property of this office.
27. The vendor shall provide all assistance in up-gradation of software/ replacement of hardware as and when required during the period of AMC.
28. Software support with reference to installation of all devices (all versions) or any latest version of the same, support be provided in case of any problem is reported by the user.
29. The Resident Engineers deployed by the vendor shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed in SLA will be levied and deducted from the bill submitted during the quarterly period.
30. If systems / sub-systems are required to be taken out of office for repairing, then a standby system/ subsystem of similar configuration and quality acceptable to this office to be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such items under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum one week.
31. The Resident Engineer of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.
32. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer on the same day of booking of the complaint.

### **Manpower Requirements**

The following resources are required to effectively support MDI-G in operation and maintenance of all items, equipment, network and UPS as indicated in this tender document:

<b>S. No.</b>	<b>Profile</b>	<b>Location</b>	<b>No.</b>	<b>Qualifications</b>	<b>Experience</b>
1.	Sr. Network Engineer	Offsite / On Call	On Call	Degree/ Diploma in science/technical stream	At least 10 years of relevant experience in UPS Maintenance.

2.	Network engineer – One Shift	Onsite	1	Graduation/Diploma in relevant Technical Stream. CCNA / other certifications required.	At least 3 years of relevant experience in IT Network (LAN & WiFi) Infrastructure domain. Experience in Extreme network devices preferred.
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**OEM Authorization MAF specific to tender Required from the following OEMs:**

1. Extreme
2. HP Aruba
3. 24Online

**List of Hardware Items to be brought under Comprehensive AMC (Tentative\*) Part B**

\*The prospective bidders are advised to visit the MDI Campus to assess the items to be brought under AMC. They may visit campus on any working day between 11:00 AM to 4:00 PM by contacting Shri Pranav Kumar (Phone 0124-4560281)

S. No.	Device	Model No.	Make	DOP	Under Warranty / AMC	Qty
1	Network Switch	Aruba 2930F-24G	HP Aruba	04-04-2019	AMC	4
2	Network Switch	CISCO-C2960X-24TS	Cisco	2015	AMC	2
3	Network Switch	Extreme Switch X440-G2-24 P	Extreme	19-03-2019	AMC	25
4	Network Switch	Extreme Switch X460-G2- 24 P	Extreme	19-03-2019	AMC	13
5	Core Switch	Extreme Switch X690-48x-2q-4c P	Extreme	19-03-2019	AMC	2
6	Network Switch	Extreme Switch 5420F 32 P	Extreme	01-08-2022	AMC	17
7	Network Switch	Extreme Switch 5420F 48 P	Extreme	01-08-2022	AMC	4
8	Network Switch	Extreme Switch X465 24 P	Extreme	01-08-2022	AMC	2
9	Network Switch	Extreme switch X460-G2-24 P	Extreme	01-08-2022	AMC	9
10	Network Switch	Extreme Switch X440-G2- 48 P	Extreme	01-08-2022	AMC	10
11	Network Switch	Extreme Switch X460-G2 24P	Extreme	18-12-2020	AMC	2
12	Network Switch	Extreme switch X440-G2-48 P	Extreme	18-12-2020	AMC	6
13	Network Switch	Extreme Switch X465 -24MU	Extreme	18-12-2020	AMC	7
14	Network Switch	Extreme switch X465-48 P	Extreme	18-12-2020	AMC	3
15	Network Switch	Extreme Switch 7520-48Y-8C	Extreme	20-03-2025	Warranty till Mar 2030	2
16	Network Switch	Extreme Switch 5520 12 P	Extreme	20-03-2025	Warranty till Mar 2030	7

17	Network Switch	Extreme Switch 5520 24 P	Extreme	20-03-2025	Warranty till Mar 2030	4
18	Network Switch	Extreme Switch 5720 48 P	Extreme	20-03-2025	Warranty till Mar 2030	5
19	Network Switch	Extreme Switch 5720 24 P	Extreme	20-03-2025	Warranty till Mar 2030	8
20	Network Switch	Extreme Switch 5520 48 P	Extreme	20-03-2025	Warranty till Mar 2030	2
21	Network Switch	Extreme Switch 5520 24 P	Extreme	20-03-2025	Warranty till Mar 2030	10
22	Network Switch	Extreme Switch 5320 16 P	Extreme	20-03-2025	Warranty till Mar 2030	11
23	Network Switch	Extreme Switch 5320 16 P	Extreme	20-03-2025	Warranty till Mar 2030	2
24	Network Switch	Extreme Switch 5520 24 P	Extreme	20-03-2025	Warranty till Mar 2030	12
25	Network Switch	Extreme Switch 5520 48 P	Extreme	20-03-2025	Warranty till Mar 2030	14
26	Network Switch	350X	Cisco	17-07-2025	Warranty till July 2030	2
27	WiFi Access Point	Aruba AP 303	HP Aruba	04-04-2019	AMC	80
28	WiFi Access Point	Aruba AP 515	HP Aruba	04-04-2019	AMC	101
29	WiFi Access Point	Aruba AP 515	HP Aruba	01-08-2022	AMC	140
30	WiFi Access Point	Aruba AP 503	HP Aruba	01-08-2022	AMC	559
31	WiFi Access Point	Aruba AP 503	HP Aruba	16-10-2024	Warranty till Oct 2027	30
32	WiFi Access Point	Aruba AP 555	HP Aruba	04-04-2019	AMC	3
33	Aruba Controller	Aruba 7205 Controller	HP Aruba	04-04-2019	AMC	1
34	Aruba Controller	Aruba 7210 Controller	HP Aruba	01-08-2022	AMC	2
35	WiFi Access Point	Aruba AP 503	HP Aruba	20-03-2025	Warranty till Mar 2030	228
36	WiFi Access Point	Aruba AP 575	HP Aruba	20-03-2025	Warranty till Mar 2030	17
37	WiFi Access Point	Aruba AP 635	HP Aruba	20-03-2025	Warranty till Mar 2030	28

38	WiFi Access Point	Aruba AP 655	HP Aruba	20-03-2025	Warranty till Mar 2030	100
39	Aruba Controller	Aruba 9240 Controller	HP Aruba	20-03-2025	Warranty till Mar 2030	2
40	Aruba Mobility Conductor	Aruba MCR-HW-5K Mobility Conductor	HP Aruba	20-03-2025	Warranty till Mar 2030	1
41	Router	Cisco ASR 1002-X	Cisco	15-03-2023	AMC	1
42	AAA Device	24Online	24Online	03-07-2023	Warranty till July 2026	2
43	Firewall Integration	Firewall integration with Network	Sophos	NA	NA	---

### Service Level Agreement

S. No.	Activity	Target Service Level*	Quarterly Penalty on breach % of quarterly installment
<b>Network</b>			
1.	Availability of network services to the stakeholders – Faculty, Staff, Students, Guests etc	>99.5 %	99-99.5 – 0.1% 98-98.999 – 0.2% <98% - 0.4%
2.	Network Switch	Within an hour for Core, Distribution and Access Switches	0.4% per hour
3.	WAPs	Within an hour	0.1% Per hour
4.	Repair of cut in OFC	Underground – within 24 hour Overground – Within 6 hours	0.4% per hour
5.	Replacement / Repair of passive components	Within an hour	0.1% per hour
6.	Upkeep of Switches	Free from dust, working condition, mounted and in presentable condition	0.1% per equipment per day
<b>Manpower</b>			
1.	Availability of manpower at site	Project Lead during the work	0.1% per person

		hours defined (Except as per leave policy with the approval of MDI-G)	per day of absence
		Helpdesk /Desktop/ laptop/ network engineer (Except as per leave policy with the approval of MDI-G)	0.05% per person per day pf absence
<b>Ticket Resolution and Report submission</b>			
1.	Response time	Average time taken to acknowledge, respond once ticket is raised 95% incidents should be responded within 15 minutes	95-90 : 5% 90-85: 7% Less than 85: 9%
2.	Time Taken to resolve	95% of Severity-1: within 30 minutes 95% of Severity-2: within 3 hours 95% of Severity-3: within 12 hours	95-90 : 5% 90-85: 6% Less than 85: 7%
3.	Submission of root cause analysis report for severity-1	Within 5 working days	5%
4.	Availability if monthly report	Within one week of the next month	5% for non-compliance

\*excluding defined downtime.

### Definitions

**Severity-1:** Complete loss of service/ network connectivity impacting significant no. of users

**Severity-2:** Partial loss of service / network impacting few users (whole department/ section/ floor)

**Severity-3:** Minor loss of service/ network connectivity affecting less than four users

### Performance Review

The representatives of MDI-G Computer Centre and AMC Service provider will meet fortnightly to discuss the service performance, review of specific problems, review operations and determine corrective action to overcome deficiencies. The AMC service provider will submit monthly performance report.

## Section E

### Financial Bid

#### Part A Financial Bid (Comprehensive AMC of Computer hardware, Peripherals and UPS)

\*Refer Section D for Date of Purchase, coverage under AMC/ Warranty, Scope of work, offsite support etc

S. No.	Device /Model No. *	Qty	Unit Price Year1	Total Price Year1	Unit Price Year2	Total Price Year2	Unit Price Year3	Total Price Year3
	<b>Desktop</b>							
1	HP280G3	100						
2	Dell Optiplex 3050 SFS	35						
3	Dell OptiPlex 3090	13						
4	Dell OptiPlex 3090	13						
5	Dell Optiplex 5250	1						
6	Dell Optiplex 7010 Tower	121						
7	Dell Optiplex 7020 Tower	110						
8	Dell Optiplex 3680 Tower	32						
	<b>Laptop</b>							
9	Lenovo Thinkbook 14 IML U	5						
10	Lenovo Thinkbook 14 IML U	15						
11	Dell 3480	1						
12	DELL-3410 CT (NON TOUCH)	10						
13	Latitude 3420 Touch	59						
14	Latitude 3420 Non Touch	16						
15	Dell Latitude 3440	22						
	<b>Server</b>							
16	IBM X-3650 M3	1						
17	Dell PowerEdge RS-540	1						
18	Dell EMC RS-540	2						
19	Dell EMC DS-6505R (Brocade)	1						
20	ME-4012 (SAN Storage)	1						
21	PowerEdge R730	1						
22	ORACLE SERVER X6-2 (ODA)	1						
23	PowerEdge R750xs	3						
	<b>Printer</b>							
24	HP CP1025 Color	1						
25	HP M329DW	15						
26	HP M329DW	10						
27	HP M329DW	10						
28	HP M501	8						
29	HP MFP 2606SDW	69						

30	HPLJ MFP 72630DN	20					
31	HPLJ-M230SDN	30					
32	M154NW Color	1					
33	M252DW Color	1					
34	Fujitsu Scanner SP 1130	1					
35	Fujitsu Scanner SP 1130	2					
36	Sharp MX3560	1					
	<b>UPS</b>						
37	Liebert 10KVA	2					
38	Liebert 20KVA	2					
39	Emerson 10KVA	2					
40	Alcone 10KVA	1					
41	Emerson 02KVA	6					
42	Liebert 06KVA	1					
43	Liebert 03KVA	2					
44	Liebert 01KVA	27					
45	Liebert 03KVA	3					
46	Liebert 06KVA	1					
47	APC 01KVA	2					
48	APC 03KVA	10					
49	APC 06KVA	10					
50	APC 08KVA	2					
51	APC 01KVA	6					
52	600VA (Emerson/ Iton/Sandon)	105					
53	Emerson 01KVA	30					
54	APC 03 KVA	1					
<b>Total Price Excl. of GST</b>							
<b>GST</b>							
<b>Total Price incl. of GST</b>							

### Onsite Manpower Cost

S. No.	Description	Qty.	*Price Year1 (2025-26)	*Price Year2 (2026-27)	*Price Year3 (2027-28)
1.	Lead engineer – One Shift	1			
2.	Desktop/laptop Engineer – Two Shifts	3			
3.	Helpdesk – (Female) – Office Shift	1			
<b>Total Price Excl. of GST</b>					
<b>GST</b>					
<b>Total Price incl. of GST</b>					

### Consolidated Cost (incl. of GST)

S. No. 1	S. No. 2	S. No. 3	S. No. 4
First Year Amount (All Comprehensive Annual	Second Year Amount (All Comprehensive Annual	Third Year Amount (All Comprehensive Annual	Total Amount (complete of S.No. 1+2+3)

Maintenance Contract) (in Rupees)	Maintenance Contract) (in Rupees)	Maintenance Contract) (in Rupees)	(in Rupees)
Total Amount (complete of Sr No. 1+2+3) (in words)			

### Part B Financial Bid (Comprehensive AMC of WiFi and Network.)

\*Refer Section D for Date of Purchase, coverage under AMC/ Warranty, Scope of work, offsite support etc

S. No.	Model No.	Qty	Unit Price Year1	Total Price Year1	Unit Price Year2	Total Price Year2	Unit Price Year3	Total Price Year3
	<b>Network Switch</b>							
1	Aruba 2930F-24G	4						
2	CISCO-C2960X-24TS	2						
3	Extreme Switch X440-G2-24 P	25						
4	Extreme Switch X460-G2- 24 P	13						
5	Extreme Switch X690-48x-2q-4c P	2						
6	Extreme Switch 5420F 32 P	17						
7	Extreme Switch 5420F 48 P	4						
8	Extreme Switch X465 24 P	2						
9	Extreme switch X460-G2-24 P	9						
10	Extreme Switch X440-G2- 48 P	10						
11	Extreme Switch X460-G2 24P	2						
12	Extreme switch X440-G2-48 P	6						
13	Extreme Switch X465 -24MU	7						
14	Extreme switch X465-48 P	3						
15	Extreme Switch 7520-48Y-8C	2						
16	Extreme Switch 5520 12 P	7						
17	Extreme Switch 5520 24 P	4						
18	Extreme Switch 5720 48 P	5						
19	Extreme Switch 5720 24 P	8						
20	Extreme Switch 5520 48 P	2						
21	Extreme Switch 5520 24 P	10						
22	Extreme Switch 5320 16 P	11						
23	Extreme Switch 5320 16 P	2						
24	Extreme Switch 5520 24 P	12						
25	Extreme Switch 5520 48 P	14						
26	Cisco 350X	2						
	<b>WiFi Access Points</b>							
27	Aruba AP 303	80						
28	Aruba AP 515	101						
29	Aruba AP 515	140						
30	Aruba AP 503	559						

31	Aruba AP 503	30						
32	Aruba AP 555	3						
33	Aruba 7205 Controller	1						
34	Aruba 7210 Controller	2						
35	Aruba AP 503	228						
36	Aruba AP 575	17						
37	Aruba AP 635	28						
38	Aruba AP 655	100						
	WiFi Controllers							
39	Aruba 9240 Controller	2						
40	Aruba MCR-HW-5K Mobility Conductor	1						
	Router							
41	Cisco ASR 1002-X	1						
	AAA Device							
42	24Online	2						
	<b>Total Price Excl. of GST</b>							
	<b>GST</b>							
	<b>Total Price incl. of GST</b>							

### Onsite Manpower Cost

S. No.	Description	Qty.	*Price Year1 (2025-26)	*Price Year2 (2026-27)	*Price Year3 (2027-28)
1.	Network engineer – Office Shift	1			
	<b>Total Price Excl. of GST</b>				
	<b>GST</b>				
	<b>Total Price incl. of GST</b>				

### Consolidated Cost (incl. of GST)

S. No. 1	S. No. 2	S. No. 3	S. No. 4
First Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Second Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Third Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Total Amount (complete of S.No. 1+2+3) (in Rupees)
Total Amount (complete of Sr No. 1+2+3) (in words)			

### Note:

- The Scope give in Section D must be agreed. The bid with deviations would be rejected.
- Quotation Validity Period: - 180 days from the last date of Submission of quotation/tender.
- In case of discrepancy in the amount quoted, the amount mentioned in word or number which results in lowest payable by MDI will be taken into consideration.

- Price quoted should be inclusive of freight, cartage, delivery at MDI Gurgaon Campus. Nothing extra will be paid.
- MDI may place the order for the whole/ some of the items indicated above. Quantity of each item may vary (increase/ decrease) at the time of placing the order. Decision of competent authority of MDI in this regard shall be final and acceptable to the bidder.
- SLAs as per Section D and penalty terms as defined in Section A are applicable
- During the year, whenever a device is removed from AMC for whatsoever reason, the prorate cost of that device would be deducted from the AMC invoice to be raised by the vendor.

Sign of bidder:

Name of bidder:

Firm's Name with stamp:

Date:

Place: